



Illinois Telecommunications Access Corporation

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June 27, 2011

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
Washington, DC 20554

Via Electronic Mail

RE: CG Docket 03-0123

Dear Secretary:

As directed in the above-mentioned Docket, please find the following enclosed document:

- The State of Illinois' Sprint TRS and CapTel Annual Complaint Logs, which include the number of complaints received for the period June 1, 2010 through May 31, 2011, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

The staff liaison of the Illinois Commerce Commission, the regulatory agency of the State of Illinois for the ITAC TRS Program, reported no standard TRS or CapTel complaints elevated to that agency during this reporting period.

Please contact me if you require any additional information.

Sincerely,

A handwritten signature in cursive script, reading 'Patty Kress'.

Patty Kress,
Assistant Director

June 27, 2011
Page 2 of 2
Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission

Via Electronic Mail (Email)

RE: CG Docket 03-0123

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (via Email)
Mary Watters, Illinois Commerce Commission, ITAC/ITAP Liaison (via Email)
Mark Stone, Deputy Bureau Chief, Federal Communications Commission (via Email)

Enclosures: Annual Illinois TRS Complaint Log, which includes CapTel Complaints for same reporting period (June 1, 2010 through May 31, 2011).



**Illinois FCC
2010 - 2011
Complaint Log**

Complaint Tracking for IL (06/01/2010-05/31/2011). Total Customer Contacts: 42

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/06/10	A customer is complaining that their child is deaf and getting 41 calls to their number from Internet relay Internet area codes 319, 815 person that is receiving these calls is upset because deaf customer changed numbers and still getting I.P. Calls. Customer wants follow-up regarding this.	06/11/10	Customer contacted relay and explained calls had started up again, customer provided son's number. Research identified that no calls had been placed through any Sprint Relay product to the son's number. Inquired if the son has caller ID info? Customer said yes, but when they called the two numbers that appeared on the caller ID relay services answered. I explained that these are most likely Internet relay services and that it is likely that the person placing the harassing was calling through these services. I suggested that the customer call the numbers again and request to speak to a supervisor. Also provided a list of relay customer service numbers.
2	06/09/10	A Communication Assistant did not follow the customers instructions to dial and hung up. Customer requests follow up. Apologized and explained the concern will be forwarded to the call center where the agent is located.	06/10/10	Instructions were not followed. Six attempts were made to contact the customer and no customer contact was achieved.
3	06/18/10	A Communication Assistant hung up on caller around 9:00 pm CT. The customer prefers follow-up by mail.	06/18/10	The Communication Assistant was not currently assigned to work that day. A follow up letter was sent today.
4	06/18/10	A turbo code keeps popping on causing garbling. This situation was fixed before but they are still having problems. The Customer Service Representative thanked the caller for their feedback and will submit a trouble ticket to the technical department. A trouble ticket was submitted.	06/21/10	This was a technical issue and it was resolved.
5	06/18/10	The Communication Assistant hung up on the customer during a call. After the Communication Assistant asked for the phone number, the TTY customer typed the number, did not dial it and hung up.	06/18/10	The Communication Assistant wasn't scheduled on the day the complaint was received. The supervisor was unable to follow up.
6	06/25/10	A TTY customer states they gave the Communication Assistant the phone number to dial, but the Communication Assistant did not respond. The customer stated they disconnected with the Communication Assistant then called back in and had the second Communication Assistant transfer them to customer service. This happened this evening around 9 pm. While talking to the Customer Service Representative the caller was experiencing major garbling. The Customer Service Representative had to keep asking the customer to repeat what the issue was. The customer also wanted to know where the Communication Assistant was located at, which was not divulged to the customer. The Customer Service Representative apologized to the customer. The customer would like to have follow up from the supervisor during morning hours.	06/25/10	The Communication Assistant was coached on proper disconnect procedures and the importance of notifying a supervisor in the event of technical problems. The Communication Assistant understands. The supervisor call the customer on 6/29/10 at 916am. The customer picked up, but couldn't hear. It sounded like they were using VCO, but never indicated that. Another call was on 6/29/10 at 920am and there was still no TTY response. There was another call on 7/2/10 @ 933am, there was still no answer.
7	06/28/10	A customer asked the Communication Assistant to please dial a number and they hung up on them. The customer said this happened around 7:10p on 6/26. The Customer Service Representative apologized to the customer and let them know we would forward the information to the appropriate person. The customer would like a follow up phone call.	06/28/10	The supervisor did not have that particular Communication Assistant assigned at this time. The supervisor attempted to follow up with the customer at 642pm on 28 of June. The customer stated that she will call me back and then disconnected. Two days has passed without a return call from her. This issue has been closed.
8	06/30/10	A customer called in and gave the Communication Assistant the phone number to dial and a message to be left. The Communication Assistant did not say the message was garbled and ignored the customer. The customer hung up right after. The Customer Service Representative thanked the customer for the feedback and said that the information would be forwarded to the appropriate person.	06/30/10	The Communication Assistant remembered the call and said that when the call dropped, there was a short delay and then everything scrolled across his screen really fast. By the time he was able to read the inbounds message, the inbound disconnected. The Customer Service Representative coached the Communication Assistant on filling out trouble tickets and keeping the customer informed by letting them know he's reading their instructions. A follow up call was made on 7/8/10 to the customer.

9	07/01/10	A customer called in stating that during her call the Communication Assistant hung up on them in the middle of the call. The disconnect took place at approximately 5:10 pm 07-01-2010. The Customer Service Representative apologized for the inconvenience and assured it would be forwarded to their supervisor for a follow up. A customer would like a telephone call follow up.	07/01/10	A team leader met with the Communication Assistant. The Communication Assistant was coached on the importance of following disconnect procedures. The Communication Assistant was also coached on treating each call in a professional manner and alert a supervisor if possible problem on any call. The Communication Assistant understands. The caller requested follow up. Three attempts were made, no contact with the customer was achieved.
10	07/06/10	There is an issue with the accuracy of the captions on the customer's CapTel phone.	07/06/10	A customer shared feedback regarding general accuracy of captions. The Customer Service Representative suggested the customer document the date, time and Communication Assistant's ID number of any future calls to allow us to take specific action with the Communication Assistant captioning the call.
11	07/15/10	The customer's captions stop in middle of the call.	07/15/10	The customer called and stated on a previous call the captions stopped after the initial greeting from the caller and never started again. The Customer Service Representative apologized for the incidence and told the customer that they would investigate the call. The investigation shows a very brief call and notation that audio was lost for an unknown reason. The call detail was shared with the Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. The Communication Assistant's supervisor advised the Communication Assistant of protocol to follow when audio is lost. The Customer Service Representative called the customer back, apologized and shared the investigation findings with the customer.
12	08/26/10	A voice customer called three different phone numbers that are not Relay related, but are being routed to our relay center. The customer stated that this happened about a month ago, it was fixed but it is now happening again. The customer does use the relay service to call a deaf friend but has not called the deaf friend for a while. The customer is frustrated that they can not make very important calls to their doctors' offices. The Customer Service Representative apologized to the customer, and offered to call the doctor's office and have the doctor's office call the customer. The customer declined the offer and would like the Relay Program Manager to contact them as soon as possible.	08/26/10	A technician worked with customer on this and figured out that she needs to put "1" in front of the number she is calling. The customer was satisfied.
13	09/13/10	A customer said that the Communication Assistant did not give them the number from directory assistance. The number was showed typed to the inbound many times on the Communication Assistant's screen. The Customer Service Representative apologized for the inconvenience and informed the customer that it may be a technical issue. They gave the number to the customer again.	09/14/10	The customer was satisfied with the explanation and apology offered by the supervisor.
14	10/20/10	The Communication Assistant did not use the use of the alphabet enough for clarification when there was trouble communicating. The customer does not fell like the Communication Assistant knows the proper ABC's procedure, where the Communication Assistant uses the alphabet to spell out a word if there is miscommunication.	10/20/10	A supervisor met with the Communication Assistant. The supervisor called the customer and the customer asked that he call back on 10/22/2010. The supervisor met with Communication Assistant and coached them to immediately use the alphabet if do not understand a word. A supervisor called back per the customer request but no answer on 10/22 at 1500, 1630, and 1700.
15	10/29/10	A customer was unable to make captioned calls	10/29/10	A customer reported the need to wait for an Communication Assistant when attempting to make a captioned call. The Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
16	11/19/10	A customer wanted to know why the Communication Assistant disconnected their call? The supervisor apologized to the customer and said we would check into it. The customer did not request follow-up.	11/30/10	While the Communication Assistant does not recall circumstances of this nature, the Communication Assistant was reminded to report any technical difficulty that may result in disconnects. The Communication Assistant was reminded of the consequences of a disconnecting a call.

17	12/13/10	There were general problems with the service.	12/13/10	A caller reported hearing "Please wait for the next available operator". The customer service representative advised the customer that on December 12th, CapTel's staffing for the Madison call center was affected by a severe snowstorm. Due to blizzard conditions the city's bus service was shut down for the entire day and travel within the city was severely limited. While answer times were delayed due to reduced staffing throughout the morning and early afternoon, CapTel continued to process calls throughout the day. However, answer times were affected. The customer service representative confirmed with the customer that they are now able to make and receive captioned calls successfully without delay.
18	12/16/10	A customer reported that, "The Communication Assistant was asked to hold while customer went to get the phone number. The Communication Assistant typed a disconnect phrase and was rude and not patient."	12/16/10	The supervisor discussed this issue with the Communication Assistant and the Communication Assistant demonstrated familiarity of proper disconnection procedure. The Communication Assistant followed the correct procedure.
19	12/20/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
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26	01/10/11	The customer said they were talking to Best Buy and the Communication Assistant cut the line off. The customer is very upset and says the Communication Assistant had no right, they were not finished with the call. The Communication Assistant apologized for the inconvenience and thanked the customer for the feedback. This information will be passed on to their immediate supervisor. No follow up is desired.	01/14/11	An anomaly occurred, the call screen changed color and both inbound and outbound callers were simultaneously disconnected. However, the conversation remained fixed on the workstation screen. The Communication Assistant immediately reported the incident to a supervisor. The computer was reset, the position was monitored for issues, none occurred, and it was determined this was a single technical irregularity.
27	01/17/11	There was a disconnect and reconnect during the call.	01/18/11	The customer called complaining of isolated captioned calls with multiple disconnect/reconnect incidents on the one call. The Customer Service Representative investigated and found the call had 61 disconnect/reconnect occurrences which indicates instability to maintain the data connection to carry the captions and audio. The Customer Service Representative apologized for the customer's experience and explained the option of pressing the Caption button OFF then ON again to re-establish a new connection to the Call Center via line 2 while maintaining a connection to the other party on line 1. The customer confirmed that since that incident all was well with her captioned calling.
28	01/21/11	The customer complained that the Communication Assistant was not paying attention. The supervisor was able to see on the screen that the message was garbled and the Communication Assistant did inform the caller of the garbled message. The Communication Assistant apologized for the inconvenience and resolved the garbling issue to continue with the call.	01/25/11	This was a technical error and the problem was resolved.
29	02/01/11	There was an issue with the accuracy of the captions.	02/01/11	The customer reported inaccurate captions during her calls. The Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The Customer Service Representative suggested that the customer document the date, time and the Communication Assistant Identification number of any future calls to allow us to take specific action with the Communication Assistant captioning the call.
30	02/02/11	There were general problems with the service.	02/02/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.

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38	02/04/11	The Communication Assistant typed the wrong thing. The customer asked the Communication Assistant to repeat because of her mistyping. The Communication Assistant told the customer "Communication Assistant doesn't have the information", after the customer asked again they were told the same thing again. The customer asked for supervisor and said a Communication Assistant came on but they were sure if it was a supervisor. The customer would like a follow-up contact via e-mail.	02/04/11	The Communication Assistant was coached on when it is acceptable to repeat what was previously typed to the customer. The Communication Assistant stated she now has a better understanding of when she can and cannot repeat previously relayed information. The supervisor who assisted with the call had also coached the Communication Assistant and provided assistance to the customer to make sure their information was relayed correctly. A follow up email was sent to the customer.
39	02/14/11	The Communication Assistant kept saying message garbled, message garbled, message garbled, over and over. The Communication Assistant didn't wait for the GA's or anything, just said message garbled. Then when the customer said, "OK fine bye sksk" the agent said, "OK then sksk". The Customer Service Representative thanked the customer for the feedback and apologized for the inconvenience. Follow up was requested.	02/17/11	In following up with the Communication Assistant the supervisor discussed the incident and provided the appropriate coaching to the Communication Assistant. The supervisor is confident that the Communication Assistant will communicate in a professional manner in the future. A follow up phone call was made to the customer on 2/17/11 and a message was left.
40	03/08/11	The Communication Assistant was rude and hung up on the customer and lost all messages from their voice mail. The Customer Service Representative apologized to the caller and wants a follow up left on their voice mail.	03/08/11	A supervisor met with the Communication Assistant. The Communication Assistant does not remember getting a voice mail retrieval this week. However, the Communication Assistant knows how to access the help menu and to request a supervisor for assistance. The Communication Assistant was coached on proper procedures. A supervisor left a message at 3:20 pm EDT on 18 March 2011 per customer's follow-up request. The supervisor apologized and explained that the Communication Assistant was met with and went over procedures.

41	05/10/11	The Communication Assistant cut the customer off and dialed the number. It was confusing to the customer and they typed more. Then the Communication Assistant hung up on the customer. The Customer Service Representative apologized to the caller and let him know that we would speak with the Communication Assistant.	05/11/11	The Communication Assistant does recall dialing problems with two calls where she made out-dial errors and then had problems releasing the correct line. The Communication was coached on procedure and reminded of our expectation to treat all customers with courtesy and respect.
42	05/12/11	The customer told the Communication Assistant their carrier of choice and then they used the other phone company. The customer asked the Communication Assistant for their ID number and they did not respond.	05/12/11	A supervisor apologized to the customer and asked them for the outbound phone number and explained that we would try to identify the Communication Assistant who processed the call. The customer responded that he accepted our apology and then hung up.